MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2021/2022

BMG1614 – MANAGEMENT

(All sections/Groups)

30 NOVEMBER 2021
9.00 a.m. – 12.00 p.m.
(3 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of 3 pages including cover page.
2. Attempt **ALL** questions. The distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

ESSAY QUESTIONS (100 MARKS)

INSTRUCTION: ANSWER ALL QUESTIONS

QUESTION 1

a) Technology is changing the way we work and communicate. Information technology (IT) now touches every aspect of almost every company's business. The implications for how, where, and when managers communicate are profound. Examine **THREE (3)** main communication challenges that new technology has created. (15 marks)

b) Communication between managers and employees provides the information necessary to get work done effectively and efficiently in organizations. Elaborate the main functions of communication and provide an example for each function. (10 marks)

QUESTION 2

a) Lately, there is high rate of retrenchment since most of profit-making organisations struggling to continuously sustaining in the operations due to massive spread of Covid-19. From your point of view, is retrenchment fair in human resource management? How to manage the retrenchment? (10 marks)

b) From your observation, how the job design being revolutionised according to time? (15 marks)

QUESTION 3

One of the most famous content theory was developed by Abraham Maslow. Maslow's hierarchy of needs theory proposes that people are motivated by multiple needs and that these needs exist in a hierarchical order. Maslow has identified **FIVE (5)** general types of motivating needs in order of ascendance. Illustrate these needs in a diagram and explain each level with an example. (25 marks)

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QUESTION 4

Research and discuss the situational leadership theory developed by Paul Hersey and Ken Blanchard. Analyse the **FOUR (4)** specific leadership styles as defined by them. Explain each style with an example. (25 marks)

[TOTAL 100 MARKS]

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